

20/08/2020

SERVICES - Protocols for resuming operation in Colombia

Description

We inform you that the health measures indicated in Resolution 1054 of the Colombian Ministry of Health and Social Protection are available on the website www.latam.com in the *Government Restrictions* section for Colombia, which seek to protect the health and safety of passengers when reactivating the **operation in Colombia**.

1. In the case of domestic flights, access to the airport terminals will only be permitted within 2 (two) hours from flight departure.
2. Customers will only be allowed one personal item in the cabin (carry-on baggage will not be permitted)
3. Wearing a face covering is mandatory.

<i>Scope</i>	<i>Passengers traveling in Colombia</i>
<i>ImplementationDate:</i>	September 1, 2020
<i>Considerations:</i>	<p><u>1. Terminal access control:</u> Access to airport terminals will only be allowed within 2 (two) hours from scheduled flight departure.</p> <p><u>2. Cabin Baggage:</u> Only 1 personal item per passenger may be carried in the cabin, which must fit and be located under the front seat. (This corresponds to the personal item currently allowed in the baggage policy. Ex: a purse, a laptop bag, etc.).</p> <p>Consider that the <i>collapsible stroller or child restraint system</i> currently allowed in the LATAM policy, must always be transported as checked baggage, it will not be allowed at the cabin, even with space available.</p> <p>Cabin baggage for passengers with special needs remains unchanged.</p> <p>The carry-on baggage allowed according to the fare will be transported free of charge as checked baggage, as long as it meets the measurements and weight allowed (115 linear cms and 10 Kgs in Economy or 16 kilos in Premium cabins.).</p> <p><u>3. Face covering:</u> Wearing a face covering is mandatory on ALL LATAM flights, in accordance with the company-wide procedure: Use of protection masks on LATAM flights</p>

